

TENNIS WORLD

FREQUENTLY ASKED QUESTIONS (FAQ)

MEMBERSHIPS

How do I cancel my membership?

You can cancel anytime by emailing your home venue, with 14 days' written notice required.

Can I freeze my membership?

Yes - Memberships can be frozen via our [Client Portal](#) for a minimum of 14 days and up to 90 days per year, with a small daily fee of \$0.33 applied.

When does my membership start?

Your membership is activated immediately.

What are the benefits of membership?

Please refer to your local Tennis World's website to view the categories available.

Can I transfer my membership?

Yes - Memberships can be transferred to another person for a fee, provided no outstanding balance exists.

Are prepaid memberships refundable?

No – Prepaid memberships or coaching terms are non-refundable if cancelled early.

Do I need to be a member to book into Coaching at Tennis World?

No - Coaching is available to members and non-members. Members will receive a 10% discount to all group coaching courses.

COURT BOOKINGS & VENUE USE

How do I book a court?

Courts can be booked online through the booking portal.

How many bookings can I make?

Members are limited to one court booking per day.

Can I bring guests?

Yes - Members can bring guests, however, a guest fee applies to all non-members.

Do I need to attend my booking?

Yes - The booking holder must attend and may be asked to provide ID. Failure to attend in person will attract a no-show fee.

What happens if weather affects my booking?

If a booking is cancelled due to unsafe conditions, casual bookings may receive a visit pass if less than half the session was completed.

Can I film myself or my friends playing at Tennis World?

No - Prior written approval must be sought before any filming of any type (including Social Media) can be filmed at Tennis World.

CANCELLATIONS & NO SHOWS

What is the cancellation policy for bookings?

Free cancellation up to 6 hours before the session (sessions that use Visit Passes and Court Bookings). Late cancellations and no-shows will incur a fee. There is no cancellation fee or no-show fee for coaching courses – No refunds or make-ups are provided for absences to group classes. Private lessons may be offered a make-up once a term if 24 hours' notice is given with a Medical Certificate.

Are indoor court bookings refundable?

No - Due to the limited availability and high demand, indoor court hire bookings are final and therefore are non-refundable and cannot be rescheduled.

Can bookings be transferred to another person?

No - Court, class, and program bookings are non-transferable.

COACHING & PROGRAMS

Is there a joining fee for coaching?

No - Joining fees only apply to memberships. Coaching is a fortnightly direct debit only.

Can I do a free trial?

No - As our programs are so popular, we have limited positions available for trials. All coaching enrolments can cancel with 14 days written notice so if you wish to cancel, you can do so at any time with 14 days' notice (and still attend the classes within that period).

Do I need to pay for coaching upfront?

No - Coaching is charged fortnightly via direct debit. If you wish to pre-pay, you can do so via the portal however you will still need to provide direct debit details that will be charged if there is any amount outstanding for the upcoming fortnight.

What happens if I miss a coaching session?

No refunds or make-ups are provided for absences to group classes. Private lessons may be offered once a term a make-up if 24 hours' notice is given with a Medical Certificate.

Are make-up lessons available?

Make-up lessons are only available to group coaching classes that have been cancelled by Tennis World. Make-up passes have a 12-month expiry and can be used to book into a class of the same type, subject to availability.

Do coaching programs run during school holidays?

No - Programs pause during school holidays and payments are also paused. School holiday camps are available at all venues and can be booked online through the [Client Portal](#).

What should I bring to a lesson?

Bring a racquet (or hire one), wear sports clothing, tennis shoes, and bring water.

Can more than 1 player attend a private lesson?

No - Private lessons are for 1 player only. If you wish to have multiple players in the class, it is considered a group and a price per player is charged.

Can parents be on court during the tennis lesson?

No - Strictly no parents (or non-playing siblings) can be on the court during the class.

Can parents pick up balls during group classes?

No - Due to our Child Safety Policies, no parents are permitted on court to collect balls during group classes.

JUNIOR & FAMILY

Does my child need to pay a guest fee?

No - Children of members do not pay guest fees.

Can I add my child to my account?

You can add family members via your online profile to book programs.

PROGRAMS, CAMPS & SESSIONS

What's the difference between sessions and courses?

Sessions are flexible casual bookings, while courses are structured ongoing week programs.

What is the holiday camp cancellation policy?

Cancel at least 6 hours before to receive a visit pass to use at a future camp day. Less than 6 hours means no refund or credit.

PAYMENTS & PASSES

How often are passes renewed on Memberships?

Passes renew fortnightly and do not roll over.

What happens if I don't attend a session?

Missed sessions are not refunded or credited. A no show fee or late fee is applied to members that do not attend a booking or cancel within 6 hours of the start of the session.

GENERAL TERMS & CONDITIONS

Do I need to follow venue rules?

Yes - All members and guests must follow venue rules and policies.

Am I responsible for my guests?

Yes - The booking holder is responsible for guests and their conduct.

Can bookings be cancelled by the venue?

Yes - Bookings may be cancelled due to factors like weather or safety concerns.

Can I bring my own coach to teach me?

No - Strictly only Tennis World coaches are permitted to coach at Tennis World.

Can I bring a basket of balls to use with my friends?

No - Coaching equipment, including baskets of balls, cannot be used at Tennis World.

It's raining at my house; will my booking be cancelled?

We will notify you as soon as possible, no earlier than 60 minutes before your start time, if your booking is affected by wet weather.

I got a notification saying I missed my booking, but I attended, why would that be?

You must check-in at the front desk before going to the court for any booking. If you are not checked-in before the start of the class, you will get a message the following day. If you have cancelled and still receive the SMS, please contact us so we can find why your booking wasn't cancelled correctly.